





# Care & Maintenance Guide

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# Congratulations on your new Joinery Products kitchen

Your new kitchen has been proudly  
designed and manufactured by  
Joinery Products.

**A Tasmanian family business  
since 1956.**

Each piece has been built with quality  
craftsmanship and attention to detail, using  
premium materials sourced from trusted  
Australian and international suppliers.



# Caring for Your Kitchen

Regular care and maintenance will help your kitchen remain beautiful, functional and long-lasting. The following guidelines are designed to prevent damage and preserve the quality of your joinery.

## General Care

- Wipe surfaces regularly with a soft damp cloth and mild detergent. Avoid abrasive or solvent-based cleaners.
- Wipe up spills immediately, especially around joins, sinks, dishwashers and appliances.
- Always use trivets or heat mats beneath hot pots, pans, and appliances such as toasters or air fryers.
- Avoid prolonged exposure to heat, moisture or steam – always use your rangehood when cooking.
- Do not flood floors when mopping; promptly dry kickboards, cabinetry edges and end panels.
- Use cutting boards and protective mats to prevent scratches, burns or cracking.
- Avoid leaning or hanging on doors and drawers.
- Periodically check and tighten hinges, handles, and runners to maintain alignment and function.

# Prevention & Surface Protection

Your kitchen incorporates a variety of materials – from decorative boards and doors to benchtops, hardware and finishes. Each brand provides specific maintenance advice suited to its product.

For the most accurate cleaning and protection guidelines, please visit the supplier warranty and care pages some of which are available on our website:

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[warranty.joineryproducts.com.au](http://warranty.joineryproducts.com.au)

There you'll find direct links to the leading brands used in your kitchen, each supplier provides their own detailed information on surface cleaners, heat tolerance, and warranty coverage for their specific product.

Following the manufacturer's care recommendations is the best way to ensure product longevity and avoid damage not covered under Joinery Products' guarantee.

# Workmanship & Installation Guarantee

Joinery Products takes pride in the quality of our workmanship and installation. All joinery supplied and installed by our team is crafted to a high standard, and we stand behind our workmanship by addressing and resolving any issues that may arise as a result.

This guarantee applies only to issues that result from Joinery Products’ workmanship or installation. It does not extend to general product or material failures, such as benchtop, hardware, or surface defects – these are covered directly by the product manufacturer.

For supply-only projects, responsibility for installation lies with your chosen installer. Joinery Products’ responsibility in those cases is limited to ensuring materials were in sound condition at the time of delivery.

If you believe your concern relates to a workmanship or installation issue carried out by Joinery Products, please complete the: Workmanship & Installation fault form available at [warranty.joineryproducts.com.au](http://warranty.joineryproducts.com.au)

All concerns must be submitted through this online form. Phone calls and emails will not be accepted for complaints or warranty assessment. This ensures each matter is correctly recorded and reviewed by our team.

Please keep your invoice as proof of purchase, as it may be required when submitting a complaint. Joinery Products only retains invoice records for a limited time and may not be able to provide copies at a later date.

Guarantee Conditions

Joinery Products will assess each submitted complaint individually to determine whether it relates to a manufacturing fault or installation concern, you may also be notified that it is a product failure and referred to the website of the supplier.

If confirmed, Joinery Products will arrange the most practical resolution – which may include repair, adjustment, or replacement – at our discretion.

Joinery Products is not responsible for:

- Product or material failures covered by manufacturer warranties.
- Damage caused by misuse, neglect, or inappropriate cleaning.
- Issues caused by heat, water, steam, or environmental exposure.
- Alterations, modifications, or repairs by others.
- Any secondary or consequential costs, delays, or losses.

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All assessments and outcomes are made at the sole discretion of Joinery Products.

**Thank you for choosing  
Joinery Products.**

**We hope your new kitchen  
brings years of enjoyment  
and everyday luxury.**





